

Dobbins

DRMO Process



U.S. AIR FORCE



Team Report Out

OVERVIEW

W

- **Team Members**
- **Charter**
- **8-Step Problem Solving Process**
- **Process Analysis**
- **Action Items**

THE TEAM



Team Charter

AFSO21 PROJECT CHARTER					
Project Title:	DRMO		Project #:		
Focus Area:	DRMO process		Governing AFI's:	A R	
Location Address (Unit & Base):			Dobbins ARB, GA		
Event Start Date:	11/12/08	Event End Date:	11/14/2008	Event Close Date:	02/12/09
Customers & Stakeholders:	Dobbins Units, Base Supply, DRMO				
Facilitator:	Ward Abbett		Co-Facilitator:		
What is the Problem:	Inefficient process for removal and disposal of unneeded items.				
What is the Opportunity:	Free space, time & money				
What is the objective:	Improve the process to properly remove unneeded serviceable/unserviceable items from				
What is in scope:	Temporary storage space/removal, Determine at base level what can be disposed, Alternative tracking with storage equipment, & Understanding/Clarification of DRMO procedures.				
What is out of scope:	DRMO at Robins process, recyclables, ordering new furniture (AF 332)				

8-Step Problem Solving

Team Members:

1. Clarify & Validate the Problem

○ ○ D A

- 1) Lack of customer awareness of procedures to turn in property for DRMO.
- 2) Supply Management unaware of proper property acceptance procedures (recyclables, paperwork, etc.)
- 3) Inadequate Storage / Holding Practices.

2. Break Down the Problem/Identify Performance Gaps

○ ○ D A

- 1) Dwell Time of DRMO Items at Dobbins:
 - * Customer turn in to depart Dobbins for Warner Robins.
- 2) Reduction in #of frustrated DRMO items.

3. Set Improvement Target

○ ○ D A

- 1) Returns from Warner Robins
- 2) #Frustrated DRMO items.
- 3) Warehouse space devoted to DRMO
 - 728 sq ft (inside)
 - 560 sq ft (outside)

USAF Problem-Solving Process DRMO Process – Dobbins ARW

4. Determine Root Cause

○ ○ D A

See Value Stream Map (VSM)

5. Develop Countermeasures

○ ○ D A

- 1) 6S inside/outside
- 2) Signage outside
- 3) Schedule time window
- 4) Create policy letter
- 5) Educate DMS personnel on process
- 6) Educate tenants on DRMO process
- 7) Educate customers on DRMO process
 - * step-by-step process
 - * publish literature
 - * instructions
- 8) Establish dedicated phone line
- 9) Create form for turn-ins
- 10) Establish organizational e-mail box account
- 11) Establish Community of Practice (CoP)
 - * procedures
 - * forms
- 12) Link CoP to 94 AW homepage
- 13) Publish OI

Approval Information/Signature

6. See Countermeasures

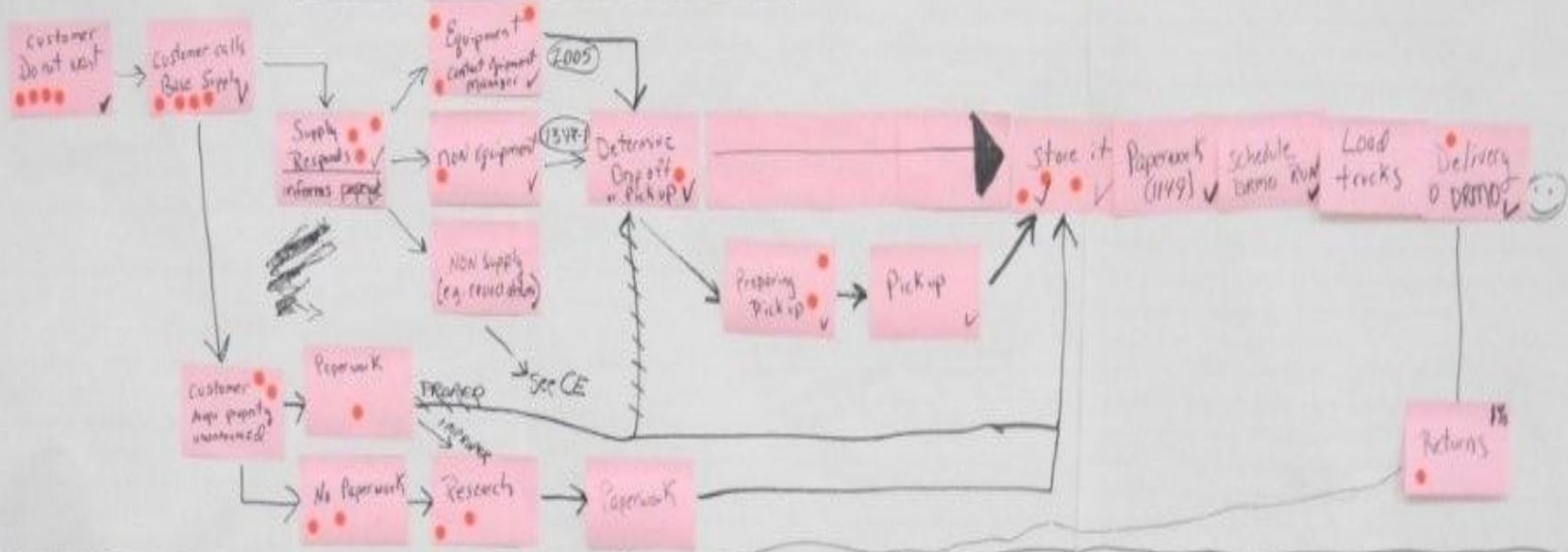
30/60/90 day follow up

7. Confirm Results & Standardize

8. Standardize Success

Analysis (VSM)

Dobbing DRMO - Current State



FUTURE STATE - Dobbing DRMO



Action Items

RIE Action Item Register DRMO Process

	<u>Countermeasure</u>	<u>POC</u>	<u>Due Date</u>	<u>Com pl.</u>	<u>Comments</u>
1	6S inside/outside - Bldg 812 (Warehouse)	Kim Duff	15-Sep-09		See SMS Bloemker 22AF; remove rack, post signs, floor markings (DRMO Hold AREA, ADPE, Other)
2	Signage outside	Kim Duff	15-Sep-09		
3	Schedule time window for drop-offs	Kim Duff	3-Aug-09		Customer bring to Supply Company takes back old assets; value of items; control unnecessary purchase of items (e.g. furniture)
4	Create policy letter	Capt Collins	15-Aug-09		
5	Educate DMS personnel on process	Kim Duff	3-Aug-09		
6	Educate tenant units on DRMO process	Kim Duff	TBD		Brief at quarterly Tenant Unit mtg
	Educate customers (94 AW) on DRMO process - process of "how" to Turn-in (CoP) - local base procedures for customer (CoP) - Literature, POC, LAN	Kim Duff / Gina Rose			
7	(publish) pick-up instructions inform what type of propoerty need skids/shrink wrap completed documents/ 1348-1/certs time, date, location Established dedicated phone line for turn-in	Kim Duff / Gina Rose	15-Sep-09		Equipment custodians, Facility Managers
8	turn-in	Kim Duff	15-Aug-09		Informational line
9	Create form for turn-ins	Kim Duff	15-Sep-09		
	Establish organizational e-mail account	Kim Duff	15-Sep-09		